

AMY KLOBUCHAR
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JUDICIARY

United States Senate
WASHINGTON, DC 20510

November 10, 2010

1782

The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20544

Dear Chairman Genachowski:

I write to you today about the practice of cell phone "cramming." As you know, cell phone cramming takes place when a company adds a phony and often recurring charge to an unsuspecting consumer's cell phone bill. Victims of cramming may have inadvertently signed up to receive a message – such as a horoscope or a joke – without realizing they would be billed each month. Or a victim may simply be an unlucky target of a scam. After a consumer from my state opened an indecipherable text message, the company that sent the message started charging him for a service that he never asked for, much less used. These charges, which may go unnoticed for months, appear to be legitimate and are often hidden in a bill. Once detected, cramming victims often find it difficult to stop the charges and get their money back.

As I have written to you before, wireless consumers are increasingly faced with confusion over wireless charges and uncertainty about their bills. Cell phone cramming and unauthorized third-party charges only add to this confusion. In light of this increasingly prevalent and anti-consumer practice, I urge the FCC to crackdown on cell phone cramming and consider rules that would add transparency and clarity to third party charges that appear on phone bills.

I look forward to working with you on this issue.

Sincerely,



Amy Klobuchar
United States Senator



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

January 21, 2011

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

I very much appreciate your most recent letters discussing the need for more transparency and clarity in wireless service billing. Your thoughts on this important subject are very helpful and will be included in the records and considered as part of the Commission's review of its Consumer Empowerment Agenda.

I am proud of the action the Commission is taking to protect and empower American consumers. One of our most fundamental responsibilities is to ensure that consumers are fully informed in the billing process and that they are charged only for services they have requested. We continue to evaluate the best ways in which to effectively achieve these goals, including through our August 2009 *Notice of Inquiry* and the recent *Bill Shock NPRM*.

I look forward to continue working with you on these important matters. Please let me know if you have any additional thoughts or concerns.

Sincerely,



Julius Genachowski